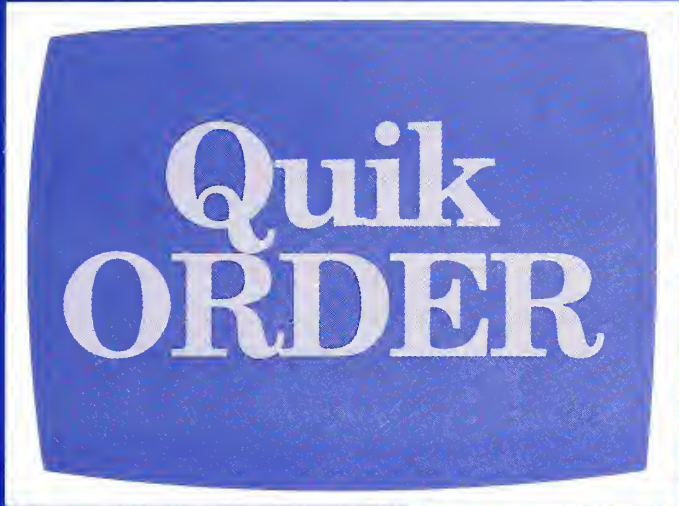



Electronic access to the NTIS order system

## Guide to NTIS

# QuikSERVICE



Quik  
ORDER



Quik  
QUERY

RECEIVED VIA FAX  
ADDRESS

OCT 05 1993

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# NTIS<sup>®</sup>

U.S. DEPARTMENT OF COMMERCE  
National Technical Information Service  
Springfield, VA 22161

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#### Note

Be sure to read Appendix A before your first logon attempt.

**Would you like a copy of the NTIS Products & Services Catalog? Use QuikORDER or call (703) 487-4650 and ask for our FREE catalog, number PR-827/817.**

# What is QuikSERVICE?

This FREE service gives you access to the NTIS ordering system. Using QuikSERVICE you can place orders for NTIS reports and verify the status of any of your NTIS orders.

Two options are currently available, QuikORDER and QuikQUERY:

**QuikORDER** offers direct online ordering from NTIS.

- eliminates the NTIS handling fee
- eliminates busy telephone lines
- eliminates mailing delays

**QuikQUERY** offers direct online status of all your orders at NTIS placed through QuikSERVICE, telephone, or mail.

## HOURS

QuikSERVICE is available from 7:00 a.m. to 8:00 p.m. EST, Monday through Friday except for holidays.

## Getting Started

To sign on and use QuikSERVICE requires:

### **An NTIS Deposit Account and QuikSERVICE password**

Call our Deposit Account Representative at (703) 487-4064 for information about opening an account or obtaining a QuikSERVICE password.

### **Any terminal or computer able to communicate via telephone**

Access QuikSERVICE with the personal computer you are presently using with other dial-up services. Your equipment must have a full screen display.

## NTIS Telephone Numbers

### **Questions About Your Deposit Account – (703) 487-4064**

If you have questions about your account's status or balance, if your access has been denied, or if your password is not being accepted.

### **Questions About Your Order's Status – (703) 487-4660**

If you have questions about your order or an NTIS product or service.

### **Questions About an Order Number – (703) 487-4780**

If QuikSERVICE will not accept an order number, call the telephone number displayed in the screen's message area or the Sales Desk at (703) 487-4650.

### **Telephone Sales Desk – (703) 487-4650**

If the item you wish to order is not available via QuikSERVICE or if the QuikSERVICE system is not available.

### **Help Logging on QuikSERVICE – (703) 487-4788**

If you are having difficulty logging on, ask for the QuikSERVICE Communications Representative.

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# Logging On

Logging onto the QuikSERVICE system is a two-step process: first you reach the Department of Commerce "host" computer, then you logon to the NTIS QuikSERVICE system.

Have you set your telecommunications software correctly to access QuikSERVICE? If not, read Appendix A.

At this point you have ten seconds to enter your terminal identification code. **Enter this code exactly as it is shown. Upper and lower case is important.**

If the \*\*\* WELCOME TO DOC/OCS SCREEN \*\*\* message has not appeared, enter //**END RETURN**.

## Reaching the Host Computer

To successfully communicate with the QuikSERVICE computer system, it is necessary to have either (1) a terminal or personal computer which can emulate (mimic) one of the terminal types listed in Appendix A or (2) one of the compatible asynchronous terminals listed in Appendix A. In either case, a full screen display (CRT) is required.

Since there are a multitude of terminal/modem/software packages/networks which are available for use in accomplishing a communication link, it is advisable to review all documentation for your particular installation prior to attempting to logon. Appendix A gives instructions for setting-up your equipment.

**Step 1:** Dial **(703) 487-4560**.

*Response:* CONNECT 2400

**Step 2:** When connected to the "host" computer, press RETURN.

*Response:* >>COMMTEX Cx-80 DATA EXCHANGE<<

ENTER YOUR TERMINAL'S Cx-80 DEVICE TYPE IF YOU  
ALREADY KNOW IT> IF NOT, TYPE 'H' FOR HELP.

**Step 3:** Enter your **terminal type code or H for a list of valid codes**, press ENTER.  
Example: code for VT-100 is 32

Your terminal identification code: \_\_\_\_\_ (from Appendix A)

*Response:* \*\* Cx-80 VER 05.08d\*\*

>>>COMMTEX Cx-80 BULLETIN BOARD<<<

Type CLEAR to cancel, ENTER to continue

**Step 4:** Press **ENTER** key.

*Response:* >>>COMMTEX Cx-80 CONNECTION MENU<<<

- |                           |                      |
|---------------------------|----------------------|
| 1. CONNECT TO OCS HOST    | 2. DISCONNECT HOST   |
| 3. CONNECT TO BACKUP HOST | 4. DISCONNECTED HOST |
| 5. BULLETIN BOARD         | 6. DISCONNECT        |

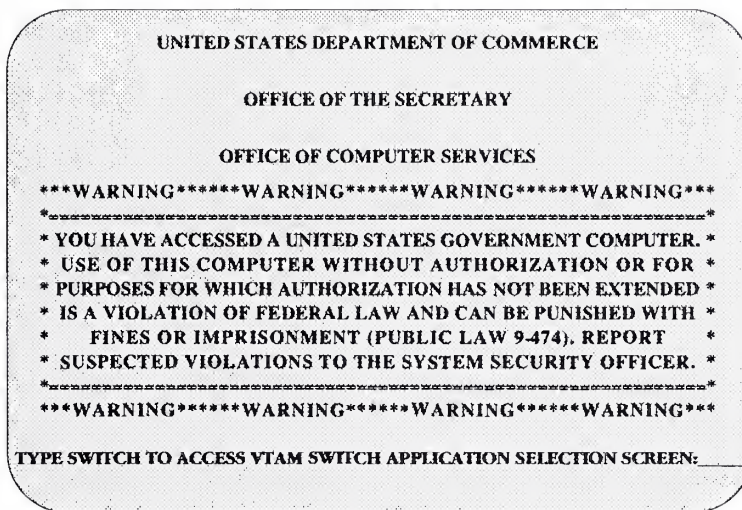


Failure to logon after three attempts will cause the "host computer" to disconnect the telephone line.

To logoff here, simply hang up (disconnect) your telephone.

**Step 5:** Enter **1**.

*Response:*



**Step 6:** Type **SWITCH** and Press **ENTER** key.

*Response:*

USSMSG0

CONNECTING TO OCS VTAM/SWITCH...PLEASE WAIT  
OCS VTAM/SWITCH 4.2 APPLICATION SELECTION SCREEN  
USER:LUCX8001 TERM:LUCX8001

PLEASE SELECT ONE OF THE FOLLOWING APPLICATIONS:

1	BTAM	BTAM	-BTAM APPLS TP2K OR DBDC	ACTIVE
2	CICSFP	CICS	-FARS PRODUCTION SYSTEM	ACTIVE
3	CICSFT	CICS	-FARS TEST SYSTEM	ACTIVE
4	CICSGP	CICS	-GLAMIS PRODUCTION SYS	ACTIVE
5	CICSNP	CICS	-NTIS PRODUCTION SYSTEM	ACTIVE
6	CICSNT	CICS	-NTIS TEST SYSTEM	ACTIVE
7	EMAIL	EMAIL	-DOC ELECTRONIC MAIL	ACTIVE
8	M204A	M204	-BXA/ECASS	ACTIVE
9	M204B1	M204	-NON-BXA PRODUCTION SYS	ACTIVE
10	TSOB	TSO	-PRODUCTION TSO-"B COPY"	ACTIVE
11	T204A	M204	-BXA TEST SYSTEM	ACTIVE
12	WYLBUR	WYLBUR	-SUPERWYLBUR PRODUCTION	ACTIVE

**Step 7:** Enter **1**.

*Response:* BTAM APPLICATION SELECTION SCREEN SIM/PASSTHRU  
Applid BTAM  
Real Terminal Name L1064  
Enter Application Name==>  
or Key LOGOFF to return to OCS VTAM/SWITCH

**Step 8:** Type **fsquika1** and press **ENTER** key.

*Response:* Connecting to FSQUIKA1...CALL TROUBLE DESK IF  
CONNECT FAILS

The screen is cleared.

The QuikSERVICE system treats the screen as the entry device unlike other online information systems where you enter data line-by-line. To move between positions, use the TAB key, not the RETURN key.

Your Deposit Account:  

---

Your Password:  

---

Failure to enter a correct deposit account number and/or password after three attempts will cause the "host" computer to take control. You may then either hang up or go to Step 6 above.

Moving the cursor and resetting your screen*	
Operation	Keystroke(s)
TAB right	TAB
TAB left	CTRL-G
Reset locked screen or keyboard	CTRL-Z or CTRL-R

\*If these keystrokes do not work, contact the QuikSERVICE Communications Representative at (703) 487-4788.

## Connecting with QuikSERVICE

The QuikSERVICE logon screen will now display.

Welcome  
to  
QuikSERVICE

Electronic Access to the NTIS Order System

Please enter your NTIS deposit account number and password:

NTIS Deposit Account Number:\_\_\_\_\_

Password:\_\_\_\_\_

Ship to address code (Optional):\_\_\_\_\_

MESSAGE:

Press RETURN when finished

- Step 1:** Enter the *first five* digits of your **deposit account number**.
- Step 2:** Enter your **password**. It will not display when keyed.
- Step 3:** Enter an optional **ship-to address code**
- Step 4:** Press **RETURN**

The QuikSERVICE system will verify your deposit account number, your QuikSERVICE password, and the ship-to address code (if any). If there is an error, a message will be displayed on the message line in which case TAB to the error and make your corrections.

QuikSERVICE Selection Menu displays as follows:

QuikSERVICE Selection Menu

Electronic Access to the NTIS Order System

Please enter the desired option number

Option  
number      Option

1              QuikORDER: Order items from NTIS

2              QuikQUERY: Check the status of your orders

3              Logoff QuikSERVICE

Option:\_\_\_ and press RETURN

Message:

Press RETURN when finished

- Step 5:** Enter the **number** of the option you wish to use and press **RETURN**

*Response:* The screen for the selected option will be displayed.

# Logging Off

To logoff of QuikSERVICE from the QuikSERVICE Selection Menu:

**Step 1:** Enter a number **3** and press **RETURN**.

*Response:* The logoff screen will be displayed as follows:

If you have not used QuikORDER, this part of the message will not be displayed.

TERMINAL LOGON SESSION ENDED

04/02/89 10:12:25

Thank you for using QuikORDER.

The total which will be charged to your  
account is \$13.95

807490130 is your order reference number.

Please make note of it for possible  
future reference.

We look forward to serving you again soon!

\* \* DISCONNECT YOUR TELEPHONE LINE AT THIS TIME \* \*

The information displayed depends on whether or not you have used QuikORDER. If you have placed an order using QuikORDER, the screen will display the total dollar amount for the documents you have ordered (including any Rush Order charges or discounts which may apply), and an order reference number which is unique to your order. You should make a note of this number for future reference.

At this time you will be logged off of QuikSERVICE.

**Step 2:** Hang up or disconnect your telephone.

Be sure to disconnect your telephone line. The NTIS "host" computer does NOT do this automatically. Failure to disconnect may result in substantial telephone costs.

# Placing Your Order Through QuikORDER

If you wish to check on an order placed on a previous day, use QuikQUERY. Be sure to have your Order Reference Number handy.

At this time your Deposit Account balance is displayed. This balance is adjusted as your items are shipped and will not be debited during an ordering session. Any charges incurred during an ordering session will be reflected within seven working days of shipment from NTIS. This balance will not be redisplayed again during your ordering session.

## QuikORDER Selection Menu

With the QuikORDER Selection Menu, you can choose to:

- 1) Order **one item at a time displaying the title** (see page 7). This selection is designed for customers who need to see the title of the item ordered. Each order number is verified with the NTIS order system. This screen will accept only one order number per screen display.
- 2) Order up to **three items at a time** (see page 9). This selection does not show the titles of the items ordered. Up to three order numbers may be entered per screen display. Each order number is verified as available from NTIS.
- 3) Order via **rapid ordering option** (see page 11). This selection allows you to enter up to 13 order numbers at once. *No verification is given for any entries. Any order number used will be accepted even if it is not valid.*
- 4) **Verify orders** placed today (see page 13). This screen displays *all of the items you have ordered during the current day using QuikORDER.*
- 5) **Return to QuikSERVICE Selection Menu.** This option returns you to the QuikSERVICE Selection Menu.

The QuikORDER Selection Menu displays as follows:

QuikORDER Selection Menu

Please enter the desired option number

Option number	Option
1	Order one item at a time displaying the title
2	Order up to three items at a time
3	Rapid ordering option
4	Verifying ordering option
5	Return to QuikSERVICE Selection Menu

Enter Option number    and press RETURN

PLEASE NOTE THAT YOUR DEPOSIT ACCOUNT BALANCE IS \$1,250.85

Message:

**Step 1:** Enter the **number** of the option you wish to use and **RETURN**.

*Response:* The screen for the option selected or an error message will be displayed.





**NTIS Order Number:** This area will contain the NTIS order number by which your order will be filled. If the order number you are using has been superseded by a newer release, the newer number will be displayed. Please make a note of the new order number for future reference.

**Message:** These areas will contain any item availability, error messages, or prompts which may appear during an ordering session. See Appendix C for explanation of any message which may appear here.

**Title:** QuikORDER will display the title of the item you are ordering if the information is available. If the item was announced by NTIS more than six years ago, the title will not display.

**Cost:** This area will contain the total cost for this item. The cost per item is multiplied by the number of copies you are requesting minus any discounts which may apply.

**Rush Order Service:** NTIS provides a Rush Order service for customers who need their information immediately. This guarantees that the item will be processed by NTIS within 24 hours of its receipt. Rush orders receive immediate, individual attention. The items ordered are delivered by first class mail or equivalent service. For this service, an additional \$12 is added to the price of each item ordered.

The ordering screen with returned data areas displays as follows:

NTIS D A Number: 9999904/02/89 10:12:25

Order Ref. No.: 999999999Format

NTIS Order NumberQTYM=MicroficheRouting

PB88101498XAB001PJONES

ORIGINALLY ORDERED AS PB87142170\$19.95

Do you want Rush Order handling (+ \$12 per item) (Y or N)? N

LASER MATERIALS FOR THE 0.67-MICROMETER TO 2.5-MICROMETER RANGE

\*\*\*\*\* TO PLACE YOUR ORDER \*\*\*\*\*

Indicate item to be processed with Rush Order Service.

Press RETURN

To restart and cancel current entries, tab to arrow, press C and RETURN. =>

To return to the QuikORDER Selection Menu, tab to arrow, press R and RETURN. NOTE:

Any items still on the screen will be cancelled.

**Step 3:** Indicate if you want your order processed using NTIS Rush Order Service by entering a Y. Then to place your order, press **RETURN**. If you use NTIS Rush Order Service, customer routing information cannot be entered.

**Response:** QuikORDER will accept your order and redisplay a blank order screen and display the following in the message area:

YOUR ORDER HAS BEEN ACCEPTED.

## Ordering up to Three Items at a Time

This selection does not show the titles of the items ordered. Up to three order numbers may be entered per screen display. Items are verified as available from NTIS.

This screen displays as follows:

```

NTIS D A Number: 99999          04/02/89  10:12:25
Order Ref. No.: 999999999      Format
NTIS Order Number      P=Paper Copy  Customer
                        QTY  M=Microfiche  Routing
-----
-----
-----

MESSAGE: After information is entered, press RETURN.

To restart and cancel current entries, tab to arrow, press C and RETURN.
To return to the QuikORDER Selection Menu, tab to arrow, press R and RETURN. NOTE:
Any items still on the screen will be cancelled.
  
```

If any of the order numbers you have entered are unavailable, or if you do not wish to order an item you have keyed, you must either (1) enter a new order number in place of the first or (2) enter spaces on that item line. All order information flagged as an error must be corrected before continuing.

**Step 1:** To place a document order:

- Enter the **NTIS order number** and **TAB**
- Enter the **number of copies** and **TAB**
- Enter the **format** (no TAB required)
- Enter any **routing information** (up to eight characters) you would like on the address label and **TAB**. This field is optional.

You may repeat this process up to three times.

- Visually verify all information keyed and enter a **RETURN**.

### Moving the cursor and resetting your screen\*

Operation	Keystroke(s)
TAB right	TAB
TAB left	CTRL-G
Reset locked screen or keyboard	CTRL-Z or CTRL-R

\*If these keystrokes do not work, contact the QuikSERVICE Communications Representative at (703) 487-4788.

**NTIS Order Number:** This area will contain the NTIS order number by which your order will be filled. If the order number you are using has been superseded by a newer release, the newer number will be displayed. Please make a note of the new order number for future reference.

**Message:** These areas will contain any item availability, error messages, or prompts which may appear during an ordering session. See Appendix C for explanation of any message which may appear here.

**Cost:** This area will contain the total cost for this item. The cost per item is multiplied by the number of copies you are requesting minus any discounts which may apply.

**Rush Order Service:** NTIS provides a Rush Order service for customers who need their information immediately. This guarantees that the item will be processed by NTIS within 24 hours of its receipt. Rush orders receive immediate, individual attention. The items ordered are delivered by first class mail or equivalent service. For this service, an additional \$12 is added to the price of each item ordered.

The ordering screen with returned data areas displays as follows:

```

NTIS D A Number: 99999                      04/02/89 10:12:25
Order Ref. No.: 999999999                      Format
NTIS Order Number      QTY  M=Microfiche      Customer      Routing
ADA173163              001  P                  SMITH
NOT AVAILABLE FROM NTIS, CAN BE OBTAINED FROM ISSUING AGENCY (004)
Do you want Rush Order handling (+ $12 per copy) (Y or N)? _
N8717658                001  P
TEMPORARILY OUT OF STOCK, SHIPMENT WILL BE DELAYED (010)
                                $30.95
Do you want Rush Order handling (+ $12) (Y or N)? _
DE82012801              001  P                  ACQS
                                $14.95
Do you want Rush Order handling (+ $12) (Y or N)? _

***** TO PLACE YOUR ORDER *****
Indicate items to be processed with Rush Order Service.
Press RETURN.

To restart and cancel current entries, tab to arrow, press C and RETURN.      => _
To return to the QuikORDER Selection Menu, tab to arrow, press R and RETURN. NOTE:
Any items still on the screen will be cancelled.
    
```

**Step 2:** **Correct any errors** which may have occurred and **RETURN**.

**Step 3:** Indicate items to be processed using Rush Order Service by tabbing and pressing Y. Then to place your order, press **RETURN**. If you use NTIS Rush Order Service, customer routing information cannot be entered.

**Response:** QuikORDER will accept your order and redisplay a blank order screen and display the following in the message area:

YOUR ORDER HAS BEEN ACCEPTED.



With the rapid ordering option, no verification is performed for the order numbers you have entered, no dollar totals are calculated, nor is there a Rush Order option. QuikORDER will assume that the order numbers you have entered are correct and available. If this is not the case, you will be notified by mail.

If you do not wish to order an item you have keyed, you must either (1) enter a new order number in place of the first, (2) enter spaces on that item line, or (3) cancel all the items entered using the instructions at the bottom of the screen. All order information flagged as an error must be corrected before continuing.

#### Moving the cursor and resetting your screen\*

Operation	Keystroke(s)
TAB right	TAB
TAB left	CTRL-G
Reset locked screen or keyboard	CTRL-Z or CTRL-R

\*If these keystrokes do not work, contact the QuikSERVICE Communications Representative at (703) 487-4788.

## Rapid Ordering Option

The rapid ordering option allows you to order up to 13 items per screen display. Prices and titles are NOT given, Rush Order service is not available, and the availability of the item ordered is not verified. This option is useful for customers who wish to place large orders and have valid order numbers and do not need to know the price of each item.

The screen displays as follows:

```

NTIS D A Number: 99999                      04/02/89 10:12:25
Order Ref. No.: 999999999          Format
                        P=Paper Copy Customer      Error
NTIS Order Number      QTY  M=Microfiche Routing    Message
-----
-----

MESSAGE: To place your order, press RETURN.

To restart and cancel current entries, tab to arrow, press C and RETURN.
To return to the QuikORDER Selection Menu, tab to arrow, press R and RETURN. NOTE:
Any items still on the screen will be cancelled.
  
```

**Step 1:** To place a document order:

- Enter the **NTIS order number** and **TAB**
- Enter the **number of copies** and **TAB**
- Enter the **format** (no TAB required)
- Enter any **routing information** (up to eight characters) you would like on the address label and **TAB**. This field is optional.

You may repeat this process up to thirteen times.

- Visually verify all information keyed and enter a **RETURN**.

**Step 2:** **Correct any errors** which may have occurred and press **RETURN**.

```

NTIS D A Number: 99999                      04/02/89 10:12:25
Order Ref. No.: 999999999          Format
                        P=Paper Copy Customer      Error
NTIS Order Number      QTY  M=Microfiche Routing    Message
-----
PB88100011              001  P
DE84012083              002  M      SMITH
ADA1778662XAD           001  P
  
```

If the rapid ordering display screen was used to place your order, during verification, the screen:

- (1) will NOT show the document cost;
- (2) will NOT show multiple copy discounts.

Be sure to keep a copy of the order reference number displayed. Refer to this number if you are using QuikQUERY or contacting NTIS Customer Service Department about your order.

Orders placed using the rapid ordering option will not show their costs.

## Verify Orders Placed Today

The Ordering Verification Screen will display *all orders you have placed through QuikORDER today*. It will display up to six order numbers per screen display.

The screen displays as follows:

NTIS D A Number: 99999 04/02/89 10:12:25

Order Reference Number	Format	P=Paper Copy	Customer	Cost
733790001	ADA1778662XAB	001	P RUSH1000	\$11.95
733790001	ADA177986	001	P	\$0.00
733790001	DE83007580	001	M C/O TR12	\$6.95
733790232	PB88101498	002	P	\$39.90
733790232	ADA1859164	001	P	\$0.00
733790232	ADA1872381	001	P	\$0.00
733790232	PB88153838	001	P	\$0.00

MESSAGE: More information. To continue viewing, press RETURN.

To return to the QuikORDER Selection Menu and cancel current displays, tab to arrow > , press R and RETURN.

**Step 1:** To continue, enter **RETURN**.

*Response:* The next set of orders will be displayed.

**Step 2:** When all of your orders have been displayed, the following will appear in the message area:

ALL OF YOUR ORDERS HAVE BEEN DISPLAYED. PLEASE ENTER A RETURN TO REVIEW TOTALS.

If you wish to review the totals for the document orders displayed, enter a **RETURN**.

*Response:* The screen will be cleared and the total dollar amount displayed (by order number) for all documents reviewed as well as the total number of document orders placed. No costs are given for items ordered through the rapid ordering option.

**Step 3:** The screen with totals is "paged through" in the same manner as the Order Verification Screen (Step 2 and Step 3). After reviewing the dollar totals, enter a **RETURN**.

*Response:* The QuikORDER Selection Menu will be displayed (See page 6).

Step 3 may be repeated until all information has been displayed. QuikORDER will not redisplay any order until you return to the QuikORDER Selection Menu and reselect option number 4.

# Checking Order Status Through QuikQUERY

QuikQUERY will display all your orders which are still being processed at NTIS or which have been shipped during the past 6 months. If you need additional information about an order, contact our Customer Services Department at (703) 487-4660

Orders are displayed in date-received sequence.

If an error occurs, it must be corrected prior to continuing.

To view orders placed today, return to the QuikSERVICE Selection Menu and select option 1. Once inside QuikORDER, select option 4.

## Moving the cursor and resetting your screen\*

Operation	Keystroke(s)
TAB right	TAB
TAB left	CTRL-G
Reset locked screen or keyboard	CTRL-Z or CTRL-R

\*If these keystrokes do not work, contact the QuikSERVICE Communications Representative at (703) 487-4788.

## QuikQUERY Selection Menu

With the QuikQUERY Selection Menu, you can choose to:

- 1) Display orders by **NTIS order number** (see page 14). This selection displays orders for an NTIS order number you enter.
- 2) Display orders by **user routing code** (see page 15). This selection displays orders for a user routing code you enter.
- 3) Display all **orders recieved at NTIS on or after** a date you enter (see page 16).
- 4) Display **all items still being processed** (see page 17). This selection displays only orders which are still in process.
- 5) **Return to QuikSERVICE selection menu.** This option will return you to the QuikSERVICE Selection Menu.

The QuikQUERY Selection Menu displays as follows:

QuikQUERY Selection Menu

Please enter the desired option number

Option number	Option
1	NTIS order number_____
2	User routing code _____
3	All order received at NTIS on or after __/__/__ (MM/DD/YY)
4	All items still being processed
5	Return to the QuikSERVICE menu

Enter Option number \_\_, necessary selection criteria, and press RETURN

Message:

**Step 1:** Enter the **number** of the option you wish to use and  
 for option 1, enter an **NTIS order number** and **RETURN**;  
 for option 2, tab, enter a **user routing code**, and **RETURN**;  
 for option 3, tab, enter a **date** in MM/DD/YY format, and **RETURN**;  
 for option 4 or 5, enter a **RETURN**.

Response: The screen for the option selected or an error message will be displayed.

## Display Orders for a Specific NTIS Order Number

The screen displays as follows:

NTIS D A Number : 9999904/02/89 10:12:25

NTIS	Date	Date	Order	Customer	Reference
Order Number	Received	Shipped	Format Qty Cost	Routing	Number
PB87211306	01/04/89	01/15/89	P 1 38.80		800490001
PB87211306	01/13/89		P 3 38.80 SMITH		801390001

To return to the QuikQUERY Selection Menu and cancel current entries, tab to arrow, press R and RETURN.

If "date shipped" is blank, the item has not been shipped.

**Step 1:** To continue, enter **RETURN**.

*Response:* The next screen of orders will be displayed or the QuikQUERY Selection Menu.



## Display Orders for a Particular Routing Code

The screen displays as follows:

NTIS D A Number: 99999						04/02/89 10:12:25			
				Order					
Customer	NTIS	Date	Date	Reference					
Routing	Order Number	Received	Shipped	Format	Qty	Cost	Number		
SMITH	PB87211306	01/13/89	01/15/89	P	3	38.80	801390001		

To return to the QuikQUERY Selection Menu and cancel current entries, tab to arrow, press > R and RETURN.

Step 1: To continue, enter **RETURN**.

*Response:* The next screen of orders will be displayed or the QuikQUERY Selection Menu.

## Display All Orders Received at NTIS On or After a Specific Date

The screen displays as follows:

NTIS D A Number: 9999904/02/89 10:12:25

Date	Date	NTIS	Order	Customer	Reference
Received	Shipped	Order Number	Format	Qty	Cost
				Routing	Number
04/12/89	04/19/89	PB87915008	P	001	\$ 8.00
10/14/88	01/15/89	PB87908708	P	001	\$ .00
CANCELLED, NOT IN NTIS COLLECTION					
01/04/89	01/12/89	PB87211306	P	001	\$12.95
01/13/89	01/15/89	PB87211306	P	003	\$38.85
01/23/89	02/24/89	PB84936210	P	001	\$ 5.00
CANCELLED, NOT IDENTIFIABLE					
03/13/89	03/24/89	PB8101498	P	001	\$19.95
03/13/89	03/20/89	PB81872381	P	001	\$14.95

MESSAGE: More information. To continue viewing, press RETURN.

To return to the QuikQUERY Selection Menu and cancel current entries, tab to arrow, => press R and RETURN.

**Step 1:** To continue, enter **RETURN**.

*Response:* The next screen of orders will be displayed or the QuikQUERY Selection Menu..

Messages refer to the item above.

## Display All Orders Being Processed

The screen displays as follows:

NTIS D A Number : 99999

04/02/89 10:12:25

Date	NTIS		Order	Customer	Reference
Received	Order Number	Format	Qty	Cost	Routing Number
12/16/88	PB87108072	P	001	\$19.95	713390134
12/19/88	PB86910410	P	001	\$ 9.95	JONES 723291145
01/23/89	PB87904730	P	001	\$ 5.00	802391466
03/31/89	PB88100011	P	001	\$36.00	809190346
03/31/89	DE86015053	M	001	\$ 9.95	P0A03 809190346

To return to the QuikQUERY Selection Menu and cancel current entries, tab to arrow, > \_

press R and RETURN.

**Step 1:** To continue, enter **RETURN**.

*Response:* The next screen of orders will be displayed or the QuikQUERY Selection Menu.

# Appendix A

## Setting Up to Access QuikSERVICE

To use the QuikSERVICE system, your computer or terminal must be recognized by the "host" computer. The following steps will assist you in setting-up your equipment to access QuikSERVICE.

**Step 1:** Match your terminal or computer type to those found on List A.

**Step 2:** If you find a match, make note (in the blank on page 2) of your terminal identifier code; you will need it for logging on and proceed to Step 4.

**Step 3:** If you don't find a match, you must emulate (mimic) one of the terminals found in List A. Usually, this can be accomplished by your telecommunications software. Read your manual and determine what terminal types you can emulate. If you find a match, make note of your terminal identifier code which you will need in logging on and proceed to Step 4.

DEC VT-100 terminal emulation is most commonly used.

**List A: Terminals and their identifier codes**

<i>Terminal Type</i>	<i>Identifier Code</i>	<i>Terminal Type</i>	<i>Identifier Code</i>	<i>Terminal Type</i>	<i>Identifier Code</i>
Adds-Regent		in line drawing mode	420	VT200	68
Regent 20	4			VT200 (operating in VT100 mode)	32
Regent 25	22	Beehive International		DELTA DATA 400	53
Regent 40	9	DM5, DM5A, DM5B	17	ESPRIT Systems Executive 10/78	51
Regent 60	48	DM20	17		
Viewpoint	18	DM78	38	Falco Data Products	
Viewpoint/Color	81	B100, B105, B150, B152	23	ENDURA	61
Viewpoint/60	9			FAME/78	38
Viewpoint/60+	9	Control Data Corporation		TS-1	13
Viewpoint/78	49	CDC 722-10/20	19		
Viewpoint/78 Color	67	Viking 721-20/30	36	Fortune Systems FIS 1000	60
Viewpoint/90	41				
Alanthus V-270	12	Data General Dasher		General Terminal Corporation	
		6053, D200	19	SW10	33
Altos Computer System		DATAGRAPHIX 132B	35	HAZELTINE	
ALTOS II	83	DATAMEDIA		Executive Model 30	27
ALTOS III	83	Colorscan10	55	1420	15
Anderson-Jacobson		Elite 3000	47	1500	63
AJ510	21			1510, 1520	15
AJ520	32	DATAPoint 8200, 8220	52	ESPRIT	27
APPLE MACINTOSH					
Using Mac Terminal		DEC		Human Design Systems Concept 10826	
Version 1 or 2	77	VT52	14		
AT&T		VT100/VT102	20	Hewlett Packard	
Dataspeed 4410	57	VT100 with advanced video option, VT131	32	110	20
Dataspeed 4410, operating in line drawing mode	410			150	69
Dataspeed 4415	39				
Dataspeed 4415, operating					

If you have a terminal that is not on our list of compatible types, contact our QuikSERVICE Communications Representative at (703) 487-4788.



**List A (Cont.): Terminals and their identifier codes**

<i>Terminal Type</i>	<i>Identifier Code</i>	<i>Terminal Type</i>	<i>Identifier Code</i>	<i>Terminal Type</i>	<i>Identifier Code</i>
2382A	69	MICRO-TERM ACT V or ACT5A	45	5420 operating in line drawing mode	420
2621	7			5425	76
2624	69	MITSUBISHI M2311A	50	5425 operating in line drawing mode	420
HONEYWELL		NCR 7900 Model I	42		
VIP 7200, 7205	30			Televideo	
VIP 7300	70	Northern Telecom		910	3
VIP 7801, 7802	31	Displayphone (operating in ANSI mode)	40	910 Plus	56
IBM		Displayphone (operating in 3101 mode)	11	912-C	5
3101	11			920-C	5
3161 or 3163	82	PCI 78	w	924	74
3178, 3180 or 3278 attached via type-A LIM	49	Perkin-Elmer Owl 1250	10	925, 950	24
3179 and 3279 attached via type-A LIM	67	PRIME PST 100	75	970	62
Personal Computer with CX-Link	57	Ramek Omron 8025 AG	a	Personal Terminal	3
INTELLIGENT Systems		Soroc IQ-140	8	Texas Instruments Model 940	29
Intercolor 2400	58	Tandberg Data TDV 2215S	80	Thomas Engineering TEC 780X	70
Intercolor 2427	58	Telera		TYMSHARE Scanset 410, 415	14
Interactive Systems Corporation		Model 12	14	Visual Technology 200	6
Intext 1 Terminal	37	Model 16	39	400	43
LEAR SIGLER		V52	14	Volker-Craig VC404	54
ADM-2	3	Teletype		VC415APL	46
ADM-3A, ADM-3A+, ADM-5	2	4420	28	VC4404	66
ADM-11	64	4424	32		
ADM-12	64	5410	57	WYSE WY-50	73
ADM-22	44	5410 operating in line drawing mode	410		
ADM-24E	65	5418	72	Zenith Z-19	16
ADM-31	3	5418 operating in line drawing mode	418		
ADM-36I	34	5420	39		
ADM-1178	59				
LIBERTY Electronics Freedom 100	71				

**Step 4:** You must now set your communication parameters to match those of the “host” computer system. Refer to example on page 20.

<i>Parameter</i>	<i>Setting(s)</i>	<i>Same as</i>
1. Duplex	Full	(Local echo enabled, FDX)
2a. Parity	Even	
2b. Parity	Enable Even	
3. Stop bit	1	
4. Bits per character	7	(Bits, Data bits, Word structure)
5. Baud rate	200 — 2400	
6. Terminal emulation	Determined in Step 3.	

**Step 5:** You are now ready to logon. Go to page 2.

Example of a Communications Set-up Screen for the Smartcom IBM PC Communications Package

Smartcom II

Copyright 1983,1984,1985 Hayes Microcomputer Products, Inc.

IBM PCV2.1[96-00063 1285]

Stand By...

3:18pmThursday February 18, 1989NUM

PARAMETERS

Press F2 For Help

TRANSMISSION PARAMETERS

KEYBOARD DEFINITIONS

PROTOCOL PARAMETERS

TELEPHONE PARAMETERS

Duplex: FULL

Escape Key: 128 (F1)

Receive Time-out: 60 (sec.)

Stop/Start- Stop Char: 19 (DC3)

Connection Type: Bell 1200

Help Key: 129 (F2)

Send Time-out: 10 (sec.)

Start Char: 17 (DC1)

Character Processing: FORMATTED

Printer Key: 130 (F3)

Send Lines- EOL Char: 10 (LF )

Show Control Codes: NO

Capture Key: 131 (F4)

Prompt Char: 32 (" ")

Page Pause: NO

Macro Prefix Key: 132 (F5)

Error-Free Protocol: HAYES

Show Status Lines: NO

Break Key: 133 (F6)

Stop/Start- Start Char: 19 (DC3)

Confidential: NO

Break Length: 35 (0.01 sec.)

Start Char: 17 (DC1)

Include Line Feeds: NO

Protect Key: 134 (F7)

Send Lines- EOL Char: 10 (LF )

Character Delay: 0 (0.001 sec.)

Line Delay: 0 (0.01 sec.)

Emulator: VT102 / VT100

Answer On Ring: 1

Remote Access: NONE Password:

Phone Number: 7,4500

Thursday February 18, 1989NUM

Duplex

Baud rate

Terminal emulation

Bits per character

Parity

Stop bits

Phone number, e.g., (703) 487-4500 must be prefixed with any number required to get out of your building and dialing area.

# Appendix B

## Problem Solving

---

### Screen displays “don’t look right”

The following are solutions to common problems occurring when using QuikSERVICE.

**PROBLEM:** The screen displays “don’t look right” e.g., all messages returned from the “host” computer are being displayed on the last or current line of the screen display.

*Possible Solutions:* This problem may be attributed to:

- An incorrect setting of the FULL/HALF DUPLEX mode selection. DUPLEX mode selection should be FULL.
- An incorrect terminal ID code was entered at the ENTER LOGON prompt. Recheck your terminal ID code and try logging on again. Make sure, when entering your terminal ID code, that you continue to enter the code (key sequence, without a RETURN) until the “host” computer responds;
- If you are emulating a terminal type, recheck the emulation mode and the corresponding terminal ID code and try logging on again.

### Terminal or keyboard “locks up”

**PROBLEM:** The terminal “locks up”

- As soon as connection to the “host” computer is established.

*Possible Solution:* The problem may be that the characters per word, parity, or stop bit settings are incorrect. Reference Appendix A for information about the proper setting for the terminal you are emulating or using. Reset these parameters and retry.

- During a QuikSERVICE session.

*Possible Solution:* Enter the keystrokes, CTRL-Z or CTRL-R, to reset your equipment. This should redisplay your current screen.

### “Garbage characters” display

**PROBLEM:** Connection to the “host” computer occurs but “garbage characters” are being displayed.

*Possible Solution:* This problem may be attributed to the fact that:

- You may not have been able to get a long-distance phone line connection at the time you tried calling. Try dialing again. If the same problem occurs, try listening (if possible) to the modem as the dial/answer sequence occurs to make sure that there is no operator intervention.
- You may have a lot of “line noise” on the phone line, in which case “garbage characters” will be displayed and you will probably be disconnected. In this case, try using a clearer phone line. If that is impossible, try dialing during non-peak hours.
- The characters per word, parity, or stop bit settings are incorrect. Reference Appendix A for the proper settings. Reset these parameters and try again.
- If you are using a telecommunication software package, such as SMART-COM II, which has an automatic logon macro, check that the macro is not issuing any commands (null dataset) at system connect time.

## INPUT INHBT

**PROBLEM:** INPUT INHBT appears on the status line and you cannot enter data.

*Possible Solutions:* The INPUT INHBT portion of the status line usually indicates that processing is occurring between your terminal and the “host” computer. This is normal and should disappear within a few seconds. If, after a reasonable amount of time, this message is still being displayed, you must “reset” the cursor by entering CTRL-Z or CTRL-R.

## APPLICATION NOT POLLING

**PROBLEM:** APPLICATION NOT POLLING message is displayed in the middle of an ordering session.

*Solution:* This message indicates that QuikSERVICE is malfunctioning. Please contact NTIS Customer Service Department at (703) 487-4660 and alert them to the problem.

## APPLICATION NOT AVAILABLE

**PROBLEM:** APPLICATION NOT AVAILABLE or APPLICATION NOT ACTIVE message is displayed after entering /FSDBDCA.

*Solution:* These messages are displayed when the system is not able to connect you to the QuikSERVICE system. You must sign off from the “host” computer and try logging on again in a few minutes.

## Can't TAB left

**PROBLEM:** Can't TAB left.

*Possible Solution:* Press the CTRL-G key to TAB left. If this doesn't work, call the QuikSERVICE Communications Representative at (703) 487-4788.

## Can't TAB right

**PROBLEM:** Can't TAB right.

*Possible Solution:* Press the CTRL-I key to TAB right. If this doesn't work, call the QuikSERVICE Communications Representative at (703) 487-4788.



# Appendix C

## Error Messages and Prompts

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These messages or the message codes may appear when you are using QuikSERVICE. They will appear if a keying mistake is made or if an item you are requesting has special conditions.

Some messages end in numbers. Refer to these numbers in the following list. If there is no number, refer to the alphabetical list of messages.

<i>Message</i>	<i>Further Information</i>	<i>Message</i>	<i>Further Information</i>
001 .....	The order number you have entered is a subscription item only and may not be ordered as a single item. For more information concerning this document number, contact our Subscription office at (703) 487-4630.		this time. Although this document has been announced for sale and distribution, NTIS has not yet received a copy from the issuing agency for duplication and distribution. This document will be available at a future date.
002 .....	The order number you have entered is available for release to United States addressees only.	013 .....	The order number you have entered is in machine-readable format. This item may not be ordered through the QuikORDER, however it may be ordered through the NTIS Sales Desk at (703) 487-4650.
003 .....	The order number you have entered is available to United States federal government agencies and departments only.	015 .....	The order number you have entered, although ordered through NTIS, will be sent and filled by the New England Research Application Center (NERAC). No action on your part is necessary. This message is for your information only.
004 .....	The order number you have entered is not available from NTIS, however it may be obtained from the issuing agency. Contact the NTIS Identification Department at (703) 487-4780, for the name and address of the issuing agency.	016 .....	The order number you have entered is not available from NTIS because NTIS has not been able to obtain the copyright and, therefore, is not permitted to duplicate this document. Please contact NTIS Identification Department at (703) 487-4780 for a possible referral to the issuing agency.
005 .....	The order number you have entered is not available in paper copy due to the poor quality of the original. This item may be available in microfiche form.	017 .....	The order number you have entered is not available. Please contact the NTIS Identification Department at (703) 487-4780 for more information concerning this document number.
006 .....	The order number you have entered is not available in microfiche form due to the poor quality of the original. This item may be available in paper copy form.	018 .....	The order number you have entered is no longer in circulation.
007 .....	The order number you have entered is not available in either paper copy or microfiche due to the poor quality of the original.	019 .....	All sales and distribution for this document have been temporarily suspended.
008 .....	The order number you have entered is available to domestic addresses only at this time. This document will be available to foreign addresses at a future date.	020 .....	The order number you have selected is no longer available from NTIS because it has been withdrawn from circulation by the issuing agency.
009 .....	The order number you have entered is available for distribution to U.S., Canada, and Mexico only.	021 .....	The order number you have selected has been announced incorrectly, i.e., the order number is incorrect; the price has been misquoted; etc. This order number requires research prior to filling the order. Please contact the NTIS Identification Department at (703) 487-4780.
010 .....	The order number you have entered is temporarily out of stock. Your request will be filled, however, shipment from NTIS will be delayed due to duplication efforts. Selecting NTIS' Rush Order Service will eliminate this delay and guarantee shipment from NTIS within 24 hours.	022 .....	The order number you have selected is not available
011 .....	The order number you have entered is not currently available in either paper copy or microfiche form. Contact the NTIS Identification Department at (703) 487-4780 for further information concerning this document.		
012 .....	The order number you have entered is not available at		

Message	Further Information:	
	for distribution to the Union of Soviet Socialist Republic.	PLEASE CORRECT AND PRESS RETURN. Self-explanatory.
023 .....	The order was not filled because the customer's deposit account is closed or overdrawn. Customer was advised prior to cancellation. Call the Deposit Account Representatives at (703) 487-4770 for further information.	THE DEPOSIT ACCOUNT NUMBER YOU HAVE ENTERED IS NOT CURRENTLY ON THE DEPOSIT ACCOUNT MASTER FILE. PLEASE VERIFY THE NUMBER, CORRECT, AND PRESS RETURN. Self-explanatory.
024 .....	The order submitted could not be filled because there is no valid order number and the additional information furnished is not sufficient to identify the document.	TYPE COPY MUST BE "P" OR "M". The formats available for order through QuikORDER are microfiche (M) or paper copy (P) only. No other formats are accepted at this time.
025 .....	The order has been cancelled for reasons that necessitate Freedom of Information (FOIA) processing. Referral letter was sent to advise the customer where to inquire further.	WE ARE SORRY, THE DEPOSIT ACCOUNT NUMBER GIVEN IS NOT CURRENTLY REGISTERED WITH NTIS. PLEASE CHECK THE NUMBER ENTERED. FOR QUESTIONS PLEASE CALL NTIS AT (703) 487-4770. Self-explanatory.
COPIES FIELD MUST BE NUMERIC		WE ARE SORRY, THE DEPOSIT ACCOUNT NUMBER YOU HAVE ENTERED IS NOT AN ACTIVE ACCOUNT. PLEASE CHECK THE NUMBER ENTERED. FOR QUESTIONS, PLEASE CALL NTIS AT (703) 487-4770.
The number of copies field on the screen must contain a numeric value from 1 to 999. Ordering efforts will not continue until this field is correct.		This message indicates that the Deposit Account number entered is on the Deposit Account Master File but has been listed as inactive. QuikSERVICE inhibits inactive accounts from accessing the QuikSERVICE system. Please call the Deposit Account Representatives at (703) 487-4770.
DO YOU WANT RUSH ORDER HANDLING (+ \$12 PER COPY) (Y OR N)?		WE ARE SORRY, THE PASSWORD GIVEN IS NOT AUTHORIZED TO ACCESS THE QUIKORDER SYSTEM. PLEASE VERIFY THE PASSWORD ENTERED. IF YOU HAVE ANY QUESTIONS, PLEASE CALL NTIS AT (703) 487-4770. Self-explanatory.
NTIS Rush Order service guarantees your order will be shipped withing 24 hours. This service is especially helpful when the document you wish is temporarily out of stock or when the document is needed as soon as possible. The appropriate dollar cost is added to the total cost of the document, the sum of which will be displayed in the "TOTAL AMOUNT CHARGED" area of the log off screen.		WE ARE SORRY, THE SHIP-TO ADDRESS CODE YOU HAVE ENTERED IS NOT ON OUR FILE. PLEASE VERIFY THE CODE ENTERED. IF YOU HAVE ANY QUESTIONS, PLEASE CALL NTIS AT (703) 487-4770. Self-explanatory.
ITEM _____ IS NOT ON OUR INVENTORY		WE ARE SORRY, THE TITLE FOR THIS ITEM IS NOT AVAILABLE FOR DISPLAY. This message indicates that the document you are ordering has been in our inventory for more than six years. Due to the size of our inventory, only the most current titles (current six years) are available for display. This does not mean that the document is not available for ordering.
This message indicates that the order number you have entered is not on the NTIS inventory. The order number has either been keyed incorrectly or, if keyed correctly, has been printed incorrectly in the publication from which the order number was derived. In the latter case, please call the NTIS Identification Department at (703) 487-4780.		WE ARE SORRY, THE U.S. TREASURY DOES NOT PERMIT NTIS TO FILL ORDERS ON ACCOUNTS WHICH HAVE A NEGATIVE BALANCE. IF YOU HAVE MADE A RECENT
ORIGINALLY ORDERED AS...		
The order number which was originally entered is displayed with this message. The number which currently appears above this message is the order number which will be used to fill your order. The order number you originally entered was superseded by a newer release. Please make a note of this new number for future reference.		
PLEASE ENTER A PASSWORD		
This message indicates that a Deposit Account number was given but no password was given. The QuikSERVICE system is inaccessible without both a Deposit Account number and a password.		
THE DEPOSIT ACCOUNT NUMBER YOU HAVE ENTERED IS INCORRECT. IT MUST CONTAIN NUMERIC DATA ONLY.		

REPLENISHMENT OR HAVE A QUESTION, PLEASE CALL NTIS AT (703) 487-4770.

This message indicates that your Deposit Account is in a delinquent status. The U.S. Treasury does not permit NTIS to fill orders on accounts which have a negative balance, therefore, QuikORDER inhibits access to the system.

WE ARE SORRY, THERE IS NO PASSWORD RECORD FOR THE DEPOSIT ACCOUNT NUMBER AND PASSWORD GIVEN. PLEASE VERIFY BOTH THE PASSWORD AND THE DEPOSIT ACCOUNT NUMBER, CORRECT, AND PRESS RETURN.

Self-explanatory.

WE ARE SORRY, YOU HAVE EXCEEDED YOUR OVERDRAW LIMIT. NTIS IS NOT PERMITTED TO FILL ORDERS

WHICH HAVE A NEGATIVE BALANCE. IF YOU HAVE MADE A RECENT REPLENISHMENT OR HAVE A QUESTION, PLEASE CALL NTIS AT (703) 487-4770.

This message indicates that you have exceeded the overdraw limit on your account, as set by the General Accounting Office. Reference also message, "WE ARE SORRY, THE U.S. TREASURY..." in this section.

YOUR ORDER HAS BEEN ACCEPTED.

This message indicates that your order has been accepted and QuikORDER is now ready to process the next document number or return to the QuikORDER Selection Menu.



# QuikSERVICE Comment Return Sheet

---

We appreciate your help.

Please use this sheet to make any comments or suggestions concerning NTIS QuikSERVICE.

1. Is QuikSERVICE easy to use?

☐ Yes

☐ No, any suggestions?

2. Are there other online ordering services you would like offered?

☐ No

☐ Yes, which?

3. Is this manual easy to use?

☐ Yes

☐ No, any suggestions?

4. Are there enough examples?

☐ Yes

☐ No, any suggestions?

5. Other Comments:

**Please return this sheet to:**

National Technical Information Service  
Director, OCCS, Room 2028S  
Springfield, VA 22161





A000021722080

# Key **NTIS**® Telephone Numbers

## TO PLACE AN ORDER

### ***Technical Reports & Computer Products***

Sales Desk—Regular service (703) 487-4650

Sales Desk—RUSH service 1-800-553-NTIS

FAX (703) 321-8547  
or (703) 321-9038

International Telex 64617

TDD (For the hearing impaired) (703) 487-4053

***Subscription Branch*** (703) 487-4630

*The Order Desk and Subscription Branch are open 8:30 a.m. to 5:00 p.m. Eastern time, Monday through Friday.*

## OTHER ASSISTANCE

For help in identifying a title for sale (703) 487-4780

For help in tracing an order (703) 487-4660

For help with NTIS Deposit Accounts (703) 487-4064

For help with invoices (703) 487-4770

NTIS Online Searching Help Desk (703) 487-4640

For help with NTIS QuikSERVICE (703) 487-4788

Military Publications (703) 487-4684

# **NTIS<sup>®</sup> QuikSERVICE-**

## **Direct Access to the NTIS Ordering System**

- **Faster order processing**
- **No handling fee**
- **Orders can be tracked**

## **See inside for—**

**Setting up your computer—page 18**

**Logging on—page 2**

**Ordering from NTIS—page 6**

**Checking on orders—page 13**

**Logging off—page 5**



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